

Attachment 1: Services Provided by Family Care Resource Centers

(Note: The numbered bullets and color-boxed paragraphs are referred to in the attached flow chart.)

The Goal of a “One-Stop Shopping” Process

One of the primary goals of Family Care is to create Aging and Disability Resource Centers, where older people and people with disabilities and their families can get information and advice about a wide range of resources available to them in their local communities, including information about long term care and Family Care.

All of the stakeholders involved in developing the initial vision for Family Care agreed that Resource Centers should be the place where everyone in the community knows to go when they need to know anything about long term care. A place that is consumer-friendly, where consumers can get everything they need in one stop and do not get bounced from place to place or person to person simply to accommodate bureaucratic specialization of programs or functions. Where someone is available to facilitate the process of accessing services and shepherd the consumer from initial contact, through information and assistance, counseling about long term care options, application, eligibility determination, referral and enrollment, to actually getting whatever supports or services the consumer needs.

Process Description

Consumers may come to the Resource Center in a variety of ways, either seeking help or information on their own, or referred by someone else. The attached flow chart and the functions described below outline events and services an individual is likely to experience when requesting information and assistance from or when referred to a Family Care Aging and Disability Resource Center, although the sequence may vary.

In actual practice many of these functions flow together, and options counseling extends throughout an individual's contact with the Resource Center. For example, it is difficult to distinguish when the evaluative interview upon initial contact ends and information and assistance begins, and when that ends and options counseling begins. Similarly, a requisite part of this counseling is determining, at least speculatively, the programs and services for which the consumer is eligible. Which can also make it difficult to distinguish this speculative look at eligibility from helping to gather eligibility information and final eligibility determination.

Enrollment choice counseling is one function that seems to have clearer boundaries and is more well-suited to being provided discretely from other functions by someone outside the Resource Center. Furthermore, it is a separation that is logical to consumers for someone unbiased and independent to contact them, after they know the available choices, to counsel them about which choices might suit them best, and the relative merits and drawbacks of different choices.

Service Descriptions

- ❶ Outreach and Public Education ? develop and implement an ongoing program of marketing and outreach to the target populations, community agencies and service providers to inform them of the availability of Resource Center and Family Care services. The program shall include a plan for reaching isolated or otherwise hard to reach people who are in the target populations served by the Resource Center, including training and outreach to police and fire departments, postal employees, pharmacists and others who may have opportunities to recognize people who are in the target populations in need of information and assistance or long term care services.

② Information and Assistance ? Providing information to the target populations, their friends, family and caregivers and the general public about such areas as:

- adult protective services, abuse, neglect, domestic violence;
- living arrangements related to long term care;
- disability and long term care related services;
- paying for long term care related services;
- health;
- behavioral health;
- employment, training and vocational rehabilitation;
- financial and other basic needs;
- transportation;
- nutrition;
- home maintenance;
- legal issues;
- education, recreation, life enhancement, volunteerism; and
- Family Care.

Providing assistance to consumers in evaluating their strengths and preferences, and evaluating available resources, indicating organizations capable of meeting their needs, identifying alternative resources for consumers for whom services are unavailable, and actively participating in linking the consumer to needed services. This includes following up with people as needed to determine the outcomes and provide additional assistance in locating or using services as necessary, and advocating on behalf of individual or groups when needed services are not being adequately provided by an organization within the service delivery system.

③ Long Term Care Options Counseling ? providing information to help consumers make informed choices about long term care options, including information about:

- a full range of options available to the individual, including home care, community services, case management services, residential care and nursing home options;
- sources and methods of both public and private payment for long term care services, including Family Care and the fee-for-service system;
- factors to consider when choosing among the available programs and benefits, including but not limited to cost, quality, outcomes, estate recovery, compatibility with the person's preferred lifestyle and residential setting, and available resources.

④ Access to Other LTC Programs and Services and Benefits Counseling ? Provide consumers with information about, and assistance in, applying for public and private benefits for which they are eligible, including SSI, SSI-E, Medicare, Medical Assistance, Food Stamps and other public and private programs.

⑤ Access to the Family Care Benefit ? facilitate access to the Family Care benefit, including:

⑤a assisting people to apply for Family Care;

⑤b coordinating the eligibility determination/redetermination process for each applicant;

⑤c providing information about any cost sharing;

⑤d referring potential enrollees to the State contracted independent enrollment counseling service; and

⑤e assisting in processing enrollments and disenrollments.

⑥ CMO Enrollment Related Information and Choice Counseling ? an enrollment broker / choice counselor under an independent contract with the State provides information and counseling to assist people who are eligible for the Family Care benefit in determining whether to enroll in a CMO.

⑦ Emergency Response ? assure that emergency calls to the Resource Center are responded to promptly 24 hours a day, seven days a week, and that callers are connected with the appropriate providers of emergency services.

⑧ Elder Abuse and Adult Protective Services ? assure that eligible individuals have access to State elder abuse and adult protective services, including:

- abuse and neglect investigations;
- assistance in obtaining physical custodial care, housing, medical care, medications and food;
- guardianship, Watts reviews, and representative payee services.
- voluntary or court ordered services to protect an individual or protect others from the individual;
- law enforcement, domestic violence, mental health services, and emergency services;

⑨ Transitional Services ? providing outreach to young adults with disabilities to facilitate seamless entry into the adult long term care system for persons who are no longer eligible for services provided by school districts, the children's long term support system and other children's services.

⑩ Prevention and Early Intervention Services ? obtain or develop and maintain information on risk and safety issues for use in public education, information and assistance, and other prevention and early intervention activities, and develop linkages with, and refer people to, public health agencies and other entities that have a public prevention and early intervention focus.

Attachment 1: Resource Center Services¹

